POWSZECHNY ZAKŁAD UBEZPIECZEŃ SPÓŁKA AKCYJNA
organizational structure

President of the Board

Members of the Board

- Data Protection Officer
- internal audit
- internal control
- compliance
- AML in PZU Group
- legal consulting
- PZU Group strategy
- project management and M&A
- corporate security
- after-sales service for health insurance
- institutional cooperation
- sustainable development
- administration
- real estate
- sales support

Corporate Management Department:
- corporate management
- PZU Group corporate governance
- relations and corporate communication
- marketing
- sponsorship
- prevention
- purchase

Business Client Department:
- corporate insurance product management (offer management, underwriting and risk assessment, analysis)
- corporate sales and sales network management
- management of insurance sales to SME and individual clients – in the brokerage channel
- financial risk insurance
- corporate business development
- business client service

Dealer and Leasing Programs Department:
- dealer and leasing programs
- sales network management

Cooperation with Banks and Strategic Partner Department:
- bancassurance (management of product and sales, actuarial tariff, analysis)
- assurbanking
- coordination and supervision of cooperation with PZU Group banks
- strategic partnerships and new businesses

IT Department:
- IT strategy and project management
- IT architecture and infrastructure management
- management and development of IT systems
- IT support
- cybersecurity

- innovations and AI
- direct sales
- sales support
- sales analysis

Group Network Department:
- branch network management

Multiagency Sales Department:
- multiagency sales and sales network management

Exclusive Sales Department:
- exclusive sales and sales network management

- management of individual and SME insurance products and insurance programs (offer management, underwriting)

Tariff for Individual and SME Insurance Product Department:
- actuarial tariff
- product analysis

Customer and Digital Services Department:
- CRM
- eCommerce
- management of digital processes and services
- customer relationship and experience management

- risk management
- reinsurance
- actuarial

Financial Department:
- information management
- planning and controlling
- tax policy
- accounting
- insurance accounting
- internal operations

Investment Department:
- assets allocation
- macroeconomic analysis
- alternative investments
- real estate investments
- treasury

- debt collection
- counteracting insurance crime

Claims and Benefits Service and Remote Channels Department:
- claims and benefits service
- assistance
- remote customer service

Insurance Operations Department:
- insurance operations
- after-sales customer service

HR Department:
- HR
- HR operations